				% of	% of Those
Question	Survey Question	Response	Number	Respondents	Who Rated or
#	Survey Question	Response	Italiiboi	(of Surveys for	Said How Often
				Missing)	Cara from Orteri
1	Our records show that your	Yes	451	100%	
	3	No	1	< 1%	
	Is that right?	Total # Respondents	452	100%	
		Missing (% of 454 Surveys)	2	< 1%	
2	With the choices CHIP gave	Not a Problem	330	74%	94%
	you, how much of a problem, if		19	4%	5%
	any, was it to get a personal	Big Problem	3	1%	1%
		Total Who Rated Level of Problem	352	79%	100%
	are happy with?	My child didn't get a new personal provider	95	21%	
		Total # Respondents	447	100%	
		Missing (% of 454 Surveys)	7	2%	
3	-	Yes (explain)	12	3%	
		No	409	91%	
	services than other patients?	Don't Know	27	6%	
		Total # Respondents	448	100%	
		Missing (% of 454 Surveys)	6	1%	
	Explain "Yes" Answer	Providers spend less time with patient	2	17%	
		Longer wait time in office	2	17%	
		Dental-cannot find/not able to get same service	6	50%	
		Service not covered	2	17%	
		Total # Respondents	12	100%	
		Skip per instructions (% of 454 Surveys)	442	97%	
4	Use any number from 0 to 10	10 - Best Personal Provider Possible	198	45%	48%
	where 0 is the worst provider	9	73	17%	18%
	possible, and 10 is the best	8	70	16%	17%
	provider possible. How would	7	45	10%	11%
	you rate your child's provider	7 or higher Subtotal	386	88%	94%
	now?	6	9	2%	2%
		5	11	2%	3%
		4	0	0%	0%
		3	1	< 1%	< 1%
		2	2	< 1%	< 1%
		1	1	< 1%	< 1%
		0 - Worst Personal Provider Possible	0	0%	0%
		Total Who Rated Provider	410	93%	100%
		My child doesn't have a personal provider	31	7%	
		Total # Respondents	441	100%	
		Missing (% of 454 Surveys)	13	3%	
5	In the last 6 months, did you	Yes	270	60%	
		No	170	38%	
	doctor or other health care	Don't Know	9	2%	
	provider for regular or routine	Total # Respondents	449	100%	
		Missing (% of 454 Surveys)	5	1%	
6		Always	161	60%	61%
	did you get an appointment for		77	29%	29%
	your child for regular or routine	Sometimes	25	9%	10%
	health care as soon as you	Never	0	0%	0%
	wanted?	Total Who Said How Often	263	98%	100%
		My child didn't need an appointment for regular or			
		routine care in the last 6 months	6	2%	
		Total # Respondents	269		
		Skip per instructions (% of 454 Surveys)	179		
		Missing (% of 454 Surveys)	6	1%	
	•	- ' ' '	•		

wait between making an appointment for your child for regular or routine care and actually seeing a provider? 42 16% 15% 1	wait between making an appointment for your child for regular or routine cure and actually seeing a provider? **A " days*** **A " days** **A " days* **	7 In the last 6 months, how many	Same day	71	27%	28%
appointment for your child for regular or routine and actually seeing a provider? 15-30 days 8 3 % 3 days 8 3 % 3 days 3 days 5 2 % 1 days 3 days 4 days 3 days 4 days	appointment for your child for regular or routine care and a chally seeing a provider? 8-14 days 8-15.30 days 8-16.30 days 8-15.30 days 9-15.30 days 9	days did you usually have to	1 day	55	21%	21%
appointment for your child for regular or routine care and actually seeing a provider? 15-30 days	appointment for your child for regular or routine care and actually seeing a provider? **A days** **B 16 days** **B 15 days** **B 16 days** **B 16 days** **B 17 days** **B 10 the last 6 months, did your child have an illness or injury that needed care right away from a provider's office, clinic, or emergency room?* **P 10 last 6 months, when your child needed care right away from a provider's office, clinic, or emergency room?* **P 10 last 6 months, when your child needed care right away for an illness or injury, how often did he or she get care as soon as you wanted?* **P 10 last 6 months, how long did you usually have to want between trying to get care for your child and actually seeing a provider's for an illness or injury in the last 6 months. **P 10 last 6 months, how long did you usually have to want between trying to get care for your child and actually seeing a provider for an illness or injury in the last 6 months. **P 2 days** **P 3 days** **P 3 days** **P 4 days** **P 4 days** **P 4 days** **P 5 days** **P 5 days** **P 6 days** **P 6 days** **P 7 days	wait between making an	2-3 days	58	22%	23%
8-14 days	regular or routine care and actually seeing a provider? 15-30 days		4-7 days	42	16%	16%
actually seeing a provider? 15-30 days 8 3% 31 days or longer 5 2% 2% 1004	actually seeing a provider? 1		8-14 days	18	7%	7%
State	3 1 1 1 25 25 27 27 3 100 25 25 27 27 3 100 3 3 100 3		15-30 days	8	3%	3%
My child didn't need an appointment for regular or routine care in the last 6 months	My child didn't need an appointment for regular or routine care in the last 6 months. Total # Respondents 264 100%		31 days or longer	5	2%	2%
Total # Respondents 264 100%	Total # Respondents 7 3 % 100		Total Who Said How Long	257	97%	100%
Total # Respondents 264 100%	Total # Respondents 7 3 % 100		My child didn't need an appointment for regular or			
Skip per instructions (% of 454 Surveys) 179 39% Missing (% of 454 Surveys) 11 2% 2% 2% 2% 2% 2% 2%	Skip per instructions (% of 454 Surveys) 179 39%			7	3%	
Skip per instructions (% of 454 Surveys) 179 39% Missing (% of 454 Surveys) 11 2% 2% 2% 2% 2% 2% 2%	Skip per instructions (% of 454 Surveys) 179 39%		Total # Respondents	264	100%	
Missing (% of 454 Surveys) 111 2%	Missing (% of 454 Surveys)					
Sin the last 6 months, did your child have an illness or injury that needed care right away from a provider's office, clinic, or emergency room? Single form a provider's office, clinic, or emergency room? Single form a provider's office, clinic, or emergency room? Single form a provider's office, clinic, or emergency room? Single form a liness or injury, how often did he or she get care as soon as you wanted? Single form a lines or injury, how often did he or she get care as soon as you wanted? Single form a lines or injury in the last 6 months Six per instructions (% of 454 Surveys) Single form a lines or injury in the last 6 months Six per instructions (% of 454 Surveys) Single form a lines or injury	See 186 42% 186 42% 186 42% 186 42% 186 186 42% 186					
Child have an illness or injury that needed care right away from a provider's office, clinic, or emergency room?	child have an illness or injury that needed care right away from a provider's office, clinic, Total # Respondents or emergency room? 9 In the last of months, when your child needed care right away for an illness or injury, how offien did he or she get care as soon as you wanted? 10 In the last of months, how long did you usually have to wait between trying to get care for your child and actually seeing a provider for an illness or injury in the last of months, how long for an illness or injury in the last of months, how long of the did he of she get and the days of the day	8 In the last 6 months, did your				
that needed care right away from a provider's office, clinic, or emergency room? Missing (% of 454 Surveys) 5 1% 100% of 454 Surveys) 5 1% 17% 101 # Respondents 449 1000% office did not be or she get care as soon as you wanted? Skip per instructions (% of 454 Surveys) 263 58% Missing (% of 454 S	Total # Respondents Always					
From a provider's office, clinic, or emergency room?	From a provider's office, clinic, or emergency room? Total # Respondents Missing (% of 454 Surveys) 5 1%	5 5				
Missing (% of 454 Surveys) 5 1% 1% 1% 1% 1% 1% 1%	In the last 6 months, when your child needed care right away for an illness or injury, how often did he or she get care as soon as you wanted?					
Note Section	In the last 6 months, when you child needed care right away					
Child needed care right away for an illness or injury, how often did he or she get care as soon as you wanted? Sometimes	Child needed care right away for an illness or injury, how often did he or she get care as soon as you wanted? See the provider for an illness or injury in the last 6 months, how long did you usually have to wait between trying to get care for your child and actually seeing a provider for an illness or injury in the last 6 months Salay See Se			_		78%
Sometimes Some	Sometimes					
Never	often did he or she get care as soon as you wanted? Never		, and the second			
Total Who Said How Often 183 100% 10	Total Who Said How Often 183 100% 10			1		1%
My child didn't need care right away for an illness or injury in the last 6 months 183 100%	My child didn't need care right away for an illness or injury in the last 6 months 0 0 0 0 0 0 0 0 0			102		
Injury in the last 6 months 0 0%	Injury in the last 6 months 0	soon as you wanted?		103	100%	100%
Total # Respondents	Total # Respondents			0	00/	
Skip per instructions (% of 454 Surveys) 263 58% Missing (% of 454 Surveys) 8 2% Same day 137 75% 7 75% 7 7 75% 7 7 7 7 7 7 7 7 7	Skip per instructions (% of 454 Surveys) 263 58%			_		
Missing (% of 454 Surveys) 8 2%	Missing (% of 454 Surveys) 8 2%					
10 In the last 6 months, how long did you usually have to wait between trying to get care for your child and actually seeing a provider for an illness or injury 4-7 days 5 3% 3 days 4 2% 4-7 days 1 1 1% 8-14 days 0 0 0% 15 days or longer 0 0 0% 16 didn't need care right away for an illness or injury in the last 6 months 0 0 0% 10	10 In the last 6 months, how long did you usually have to wait between trying to get care for your child and actually seeing a provider for an illness or injury 2 days 3 days 4 22% 29 29 2 days 3 days 4 22% 29 2 days 3 days 3 days 4 22% 29 2 days 3 days 4 22% 29 2 days 3 days 3 days 3 days 4 22% 29 2 days 4 days					
1 day	1 1 1 1 1 1 1 1 1 1	107 1 1 1 1				750/
between trying to get care for your child and actually seeing a provider for an illness or injury 2 days 3 days 4 2% 4 7 days 1 1 1 1 1 1 1 1 1	Detween trying to get care for your child and actually seeing a provider for an illness or injury 4-7 days					
your child and actually seeing a provider for an illness or injury 4-7 days	your child and actually seeing a provider for an illness or injury 4-7 days 4-7 days 4-7 days 3-14 days 3-14 days 3-14 days 3-14 days 3-15 days or longer 3-15 days or longer 3-16 days or longer 3-17 dal Who Said How Long 3-18 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 months 3-10 didin't need care right away for an illness or injury in the last 6 did didin't need care right away for an illness or injury in the last 6 did didin't need care right away for an illness or injury in the last 6 did didin't need care right away for an illness or injury in the last 6 did did didin't need care right away for an illness or injury in the last 6 did didin't need care right away for an illness or injury in the last 6 did didin't need care right away for an illness or injury in the last 6 did didin't need care right away for an illness or injury in the last 6 did didin't need care right away for an illness or injury in the last 6 did didin't need care right away for an illness or injury in the last 6 months did didin't need care right away for an illness or in					
Provider for an illness or injury 4-7 days 1 1 1% 8-14 days 0 0 0% 15 days or longer 0 0 0% 15 days or longer 0 0 0% 10 0% 10 0% 10 0% 10 0% 10 0% 10 0% 10 0% 10 0% 10 0% 10 0% 0%	Provider for an illness or injury 4-7 days 1 1 1 1 1 1 1 1 1		· ·			
8-14 days	8-14 days 0 0% 0% 09 15 days or longer 0 0 0% 0% 09 15 days or longer 0 0 0% 0% 09 09 15 days or longer 0 0 0% 09 09 183 100% 1009 1009					
15 days or longer	15 days or longer	provider for an illness or injury	-			
Total Who Said How Long	Total Who Said How Long		•	_		
My child didn't need care right away for an illness or injury in the last 6 months	My child didn't need care right away for an illness or injury in the last 6 months 0 0%			-		0%
In the last 6 months	In the last 6 months 0 0%			183	100%	100%
Total # Respondents 183 100% Skip per instructions (% of 454 Surveys) 263 58% Missing (% of 454 Surveys) 8 2% 2 2 2 2 2 2 2 2	Total # Respondents 183 100%					
Skip per instructions (% of 454 Surveys) 263 58% Missing (% of 454 Surveys) 8 2% In the last 6 months, how many times did you go to an emergency room to get care for your child? (NOTE: the choice was None or fill in the blank) 5 1 3 3 3 3	Skip per instructions (% of 454 Surveys) 263 58% Missing (% of 454 Surveys) 8 2% In the last 6 months, how many times did you go to an emergency room to get care for your child? (NOTE: the choice was None or fill in the blank) 5 1 3 3 3 In the last 6 months, did you go to an emergency room to get care for your child? (NOTE: the choice was None or fill in the blank) 5 1 4 4 Total Who Went to ER 69 15% None 377 85% Total # Respondents 446 100% Missing (% of 454 Surveys) 8 2% In the last 6 months, did you call a provider's office or clinic during regular office hours to get help or advice for your Total # Respondents 451 100%					
Missing (% of 454 Surveys) 8 2%	Missing (% of 454 Surveys) 8 2%		·			
11 In the last 6 months, how many times did you go to an emergency room to get care for your child? (NOTE: the choice was None or fill in the blank) 1	11 In the last 6 months, how many times did you go to an emergency room to get care for your child? (NOTE: the choice was None or fill in the blank) 2					
times did you go to an emergency room to get care for your child? (NOTE: the choice was None or fill in the blank) Total Who Went to ER 377 85%	times did you go to an emergency room to get care for your child? (NOTE: the choice was None or fill in the blank) Total Who Went to ER Contact		Missing (% of 454 Surveys)			
emergency room to get care for your child? (NOTE: the choice was None or fill in the blank) 4	emergency room to get care for your child? (NOTE: the choice was None or fill in the blank) 4		1			
your child? (NOTE: the choice was None or fill in the blank) 4 0 0% 5 1 < 1%	your child? (NOTE: the choice was None or fill in the blank) 5		2			
Was None or fill in the blank 5	Was None or fill in the blank 5					
Total Who Went to ER	Total Who Went to ER	your child? (NOTE: the choice	4	0	0%	
None 377 85% Total # Respondents 446 100% Missing (% of 454 Surveys) 8 2% 12 In the last 6 months, did you call a provider's office or clinic No 225 50%	None 377 85% Total # Respondents 446 100% Missing (% of 454 Surveys) 8 2% 12 In the last 6 months, did you call a provider's office or clinic during regular office hours to get help or advice for your Total # Respondents 451 100%	was None or fill in the blank)	5	1	< 1%	
Total # Respondents	Total # Respondents		Total Who Went to ER	69	15%	
Missing (% of 454 Surveys) 8 2%	Missing (% of 454 Surveys) 12 In the last 6 months, did you call a provider's office or clinic during regular office hours to get help or advice for your Missing (% of 454 Surveys) Yes No 221 49% No 225 50% Don't Know 5 1% Total # Respondents 451 100%		None	377	85%	
Missing (% of 454 Surveys) 8 2%	Missing (% of 454 Surveys) 12 In the last 6 months, did you call a provider's office or clinic during regular office hours to get help or advice for your Missing (% of 454 Surveys) Yes No 221 49% No 225 50% Don't Know 5 1% Total # Respondents 451 100%		Total # Respondents	446	100%	
12 In the last 6 months, did you call a provider's office or clinic No 221 49%	12 In the last 6 months, did you call a provider's office or clinic during regular office hours to get help or advice for your 12 In the last 6 months, did you call a provider's office or clinic No call a provider's office No call a provider's					
call a provider's office or clinic No 225 50%	call a provider's office or clinic during regular office hours to get help or advice for your No Don't Know Total # Respondents No 225 50% Don't Know 5 1% Total # Respondents	12 In the last 6 months, did vou				
	during regular office hours to get help or advice for your Don't Know Total # Respondents 5 1% 100%					
I women regular office from to Televisions	get help or advice for your Total # Respondents 451 100%					
				_		
	Ichild? IMissing (% of 454 Surveys) I 3I 1%I	child?	Missing (% of 454 Surveys)	3	1%	
		12 In the last 6 months, did you call a provider's office or clinic during regular office hours to	Total Who Went to ER None Total # Respondents Missing (% of 454 Surveys) Yes No Don't Know	377 446 8 221 225 5	15% 85% 100% 2% 49% 50%	

13	In the last 6 months, when you	Always	168	78%	78%
	called during regular office	Usually	40	19%	19%
	hours, how often did you get	Sometimes	7	3%	3%
	the help or advice your child	Never	1	< 1%	0%
	needed?	Total Who Said How Often	216	100%	100%
		I didn't call for help or advice during regular office hours			
		in the last 6 months	0	0%	
		Total # Respondents	216	100%	
		Skip per instructions (% of 454 Surveys)	230	51%	
		Missing (% of 454 Surveys)	8	2%	
14	In the last 6 months (not	1	121	27%	
	counting times your child went	2	104	23%	
		3	69	15%	
	many times did your child go to		24	5%	
		5-9	20	4%	
	get care?	10 or more	3	1%	
	get care:	Total Who Got Care	341	76%	
		None - did not get care	108	24%	
		Total # Respondents	449	100%	
		Missing (% of 454 Surveys)	5	1%	
15	In the last 6 months, once your	15 minutes or less	185	55%	
13	child arrived at his or her	16-30 minutes	113	34%	
	provider's office or clinic, how		35	10%	
	long did your child have to wait		2	10%	
			335		
	before seeing the person your	Total # Respondents		100%	
	child went to see?	Skip per instructions (% of 454 Surveys)	108	24%	
1.6		Missing (% of 454 Surveys)	6	1%	700/
16		Always	240	72%	72%
	were office staff at your child's		86	26%	26%
	provider's office or clinic as	Sometimes	13	4%	4%
	helpful as you thought they	Never	2	1%	1%
	should be?	Total Who Said How Often	334	100%	100%
		My child had no visits in the last 6 months	0	0%	
		Total # Respondents	334	100%	
		Skip per instructions (% of 454 Surveys)	108	24%	
		Missing (% of 454 Surveys)	12	3%	
17	Is your child old enough to talk		341	76%	
	with providers about his or her		104	23%	
	health care?	Don't Know	5	1%	
		Total # Respondents	450	100%	
		Missing (% of 454 Surveys)	4	1%	
18		Always	177	54%	63%
	did doctors or other health care		89	27%	32%
	providers explain things in a	Sometimes	10	3%	4%
	way your child could	Never	5	2%	2%
	understand?	Total Who Said How Often	281	86%	100%
		My child had no visits in the last 6 months	47	14%	
		Total # Respondents	328	100%	
		Skip per instructions (% of 454 Surveys)	109	24%	
		Missing (% of 454 Surveys)	17	4%	
19	If your child's personal	Yes	177	44%	
	provider couldn't see him or	No	103	26%	
	her, did the provider's office	Don't Know	120	30%	
	help you find another place to	Total # Respondents	400	100%	
	take your child?	Missing (% of 454 Surveys)	54	12%	
	<i>J</i>	5 , , ,		-,-	

20	If yes, where did they refer	Another doctor or nurse	145	90%	
	your child? (NOTE:	Public Health Clinic/Community Health Center	12	7%	
	respondents were asked to	Emergency room at the hospital	9	6%	
	mark one or more so	Walk-in or urgent care clinic	5	3%	
		Other source of care	1	1%	
	percentages may add up to		162		
	more than 100%)	Total # Respondents (reporting 172 referral types)		100%	
		Skip per instructions (% of 454 Surveys)	223	49%	
		Missing (% of 454 Surveys)	69	15%	
21	Is your child 2 years old or	Yes	72	16%	
	younger?	No	369	84%	
		Don't Know	0	0%	
		Total # Respondents	441	100%	
		Missing (% of 454 Surveys)	13	3%	
22	After your child was born, did	Yes	33	50%	
	you get any reminders to bring	No	28	42%	
	him or her in for a check up to	Don't Know	5	8%	
	see how he or she was doing or	Total # Respondents	66	100%	
	for shots?	Skip per instructions (% of 454 Surveys)	369	81%	
	TOT SHOTS!	Missing (% of 454 Surveys)	19	4%	
	C:				
23	Since your child was born, has	Yes	58	87%	
	he or she gone to a provider for		9	13%	
	a check up to see how he or she		0	0%	
	was doing or for shots?	Total # Respondents	67	100%	
		Skip per instructions (% of 454 Surveys)	369	81%	
		Missing (% of 454 Surveys)	18	4%	
24	Did you get an appointment for	Yes	56	97%	
	your child's first visit to a	No	2	3%	
	provider for a check up or shots	Don't Know	0	0%	
	as soon as you wanted?	Total # Respondents	58	100%	
		Skip per instructions (% of 454 Surveys)	378	83%	
		Missing (% of 454 Surveys)	18	4%	
25	How many days did you have to		10	19%	19%
23	wait between making an	2-10 days	36	69%	69%
			4	8%	8%
	appointment for your child for a		4		
	check up or for shots and	22-45 days	1	2%	2%
	actually seeing the provider?	More than 45 days	1	2%	2%
		Total Who Said How Long	52	100%	100%
		My child did not see a provider for a check up or shots	0	0%	
		Total # Respondents	52	100%	
		Skip per instructions (% of 454 Surveys)	380	84%	
		Missing (% of 454 Surveys)	22	5%	
26	In the last 6 months, did your	No	274	61%	
		Yes	172	38%	
	preventive care (such as shots	Don't Know	2	< 1%	
	or Well Child Check Ups)?	Total # Respondents	448	100%	
1	or wen emit check ops)?	Missing (% of 454 Surveys)	6	1%	
27	If No why not? AIOTE	My child did not need any preventive care	250	95%	
27	If No, why not? (NOTE:		250	93%	
	respondents were asked to	I was unable to schedule preventive care with child's	_	00/	
	mark one or more).	provider	0	0%	
		I did not have any way to take my child to an			
		appointment	0	0%	
		I did not have time to take my child to an appointment	4	2%	
		Other	11	4%	
		Total # Respondents (reporting 265 reasons)	264	100%	
		Skip per instructions (% of 454 Surveys)	174	38%	
		Missing (% of 454 Surveys)	18	4%	
		J (/:) - /		170	

child get care from a dentist's office or dental clinic? Total # Respondents	28	In the last 6 months, did your	Yes	256	57%	
Total # Respondents			No	186	42%	
Missing (% of 454 Surveys) 6 1% 1% 1% 1% 1% 1% 1%			Don't Know	6	1%	
Missing (% of 464 Surveys) 6 1% 155 61% 61			Total # Respondents	448	100%	
dentist's office or dental clinic				6	1%	
dentist's office or dental clinic' 3	29	In the last 6 months, how many	1	155	61%	61%
dentist's office or dental clinict' 4		times did your child go to a	2	67	26%	26%
Separation			3	24	9%	9%
10 or more			4	5	2%	2%
Total Reporting Visits			5-9	2	1%	1%
None			10 or more	0	0%	0%
Total # Respondents			Total Reporting Visits	253	100%	100%
Skip per instructions (% of 454 Surveys) 192			None	1	< 1%	
Missing (% of 454 Surveys) 8 2% 49			Total # Respondents	254	100%	
30 Lise any number from 0 to 10 10 - Best dental care possible, where 0 is the worst dental care possible, and 10 is the best dental care possible. How would you rate your child's dental care? 4			Skip per instructions (% of 454 Surveys)	192	42%	
where 0 is the worst dental care possible, and 10 is the best dental care possible. How would you rate your child's dental care? ### A				8	2%	
where 0 is the worst dental care possible, and 10 is the best dental care possible. How would you rate your child's dental care? ### State of the worst dental care possible. How would you rate your child's dental care? ### State of the worst dental care? ### State of the worst dental care possible	30	Use any number from 0 to 10	10 - Best dental care possible	125	49%	49%
dental care possible. How would you rate your child's dental care? 6		=		43	17%	17%
would you rate your child's dental care? A		possible, and 10 is the best	8	34	13%	13%
would you rate your child's dental care? 6		dental care possible. How	7	22	9%	9%
4			6	6	2%	2%
3		dental care?	5	12	5%	5%
2			4	6	2%	2%
Total Who Rated Care			3	0	0%	0%
O - Worst dental care possible 2 1% 1% 1% 10% 100% My child didn't have any dental care 253 100% 100% My child didn't have any dental care 0 0 % 100% My child didn't have any dental care 0 0 % 100% My child didn't have any dental care 0 0 % 100% My child didn't have any dental care 0 0 % 100% My child didn't have any dental care 0 0 % 100% My child didn't have any dental care 0 0 % 100% Missing (% of 454 Surveys) 192 42% Missing (% of 454 Surveys) 9 2% 100% 100% 12 months 100% 12 months 130 29% 120%			2	1	< 1%	< 1%
Total Who Rated Care 253 100% 100% My child didn't have any dental care 0 0 0% Total # Respondents 253 100% My child didn't have any dental care 0 0 0% Total # Respondents 253 100% My child didn't have any dental care 0 0 0% Total # Respondents 253 100% My child didn't have any dental care 0 0 0% Total # Respondents 253 100% My child didn't have any dental care 0 0 0% Total # Respondents 0 0 0% 0 0% 0 0 0%			1	2	1%	1%
My child didn't have any dental care			0 - Worst dental care possible	2	1%	1%
Total # Respondents 253 100% Skip per instructions (% of 454 Surveys) 192 42% Missing (% of 454 Surveys) 9 22% 22% 22 21% 238 24% 24			Total Who Rated Care	253	100%	100%
Skip per instructions (% of 454 Surveys) 192 42%			My child didn't have any dental care	0	0%	
Missing (% of 454 Surveys) 9 2%			Total # Respondents	253	100%	
How many months or years in a row has your child been enrolled in CHIP? 6 up to 12 months 88 20%			Skip per instructions (% of 454 Surveys)	192	42%	
From this your child been enrolled in CHIP? 12 up to 24 months 130 29% 12 up to 24 months 130 29% 12 up to 24 months 130 29% 130 29% 140%			Missing (% of 454 Surveys)	9	2%	
Part	31	row has your child been	Less than 6 months	9	2%	
Longer than 24 months 222 49% Total # Respondents 449 100% Missing (% of 454 Surveys) 5 1% 32 How well do you feel you understand CHIP? Use any number from 0 to 10 where 0 is not at all, and 10 is completely. 10 - Understand completely 124 28% 9			6 up to 12 months	88	20%	
Total # Respondents			12 up to 24 months	130	29%	
Missing (% of 454 Surveys) 5 1%			Longer than 24 months	222	49%	
10 - Understand CMIP? Use any number from 0 to 10 where 0 is not at all, and 10 is completely. 10 - Understand completely 10 -			Total # Respondents	449	100%	
understand CHIP? Use any number from 0 to 10 where 0 is not at all, and 10 is completely. 9			Missing (% of 454 Surveys)	5	1%	
number from 0 to 10 where 0 is not at all, and 10 is completely. 8 102 23% 6 26 6% 5 17 4% 4 2 < 1%	32	understand CHIP? Use any number from 0 to 10 where 0 is	10 - Understand completely	124	28%	
number from 0 to 10 where 0 is not at all, and 10 is completely. 8 102 23% 6 26 6% 5 17 4% 4 2 < 1%			9	107	24%	
6			8	102		
Total # Respondents Service? 5			7	65	15%	
4			6	26	6%	
3			5	17	4%	
2			4	2	< 1%	
1			3	2	< 1%	
0 - Do not understand at all 1			2	2	< 1%	
Total # Respondents			1	0	0%	
Missing (% of 454 Surveys) 6 1%			0 - Do not understand at all	1	< 1%	
33 Have you or your child used Yes 205 46%			Total # Respondents	448	100%	
33 Have you or your child used Yes 205 46%				6	1%	
BCBS/BlueCHIP Customer No 212 47% Service? Don't Know 30 7% Total # Respondents 447 100%		Have you or your child used		205	46%	
Total # Respondents 447 100%					47%	
Total # Respondents 447 100%			Don't Know	30	7%	
			Total # Respondents	447	100%	
				7	2%	

33b How useful did you find it?	Very Useful	166	81%	81%
	Somewhat Useful	34	17%	17%
	Not Useful	4	2%	2%
	Total Who Rated Usefulness	204	100%	100%
	We didn't use the Customer Service	0	0%	
	Total # Respondents	204	100%	
	Skip per instructions (% of 454 Surveys)	242	53%	
	Missing (% of 454 Surveys)	8	2%	
34 Have you or your child used the		348	78%	
BlueCHIP Enrollee Handbook?		91	20%	
	Don't Know	7	2%	
	Total # Respondents	446	100%	
	Missing (% of 454 Surveys)	8	2%	
34b How useful did you find it?	Very Useful	230	67%	67%
5 to 110 w asorar ara you mile it.	Somewhat Useful	111	32%	32%
	Not Useful	2	1%	19
	Total Who Rated Usefulness	343	100%	100%
	We didn't use the Enrollee Handbook	0	0%	1007
	Total # Respondents	343	100%	
	Skip per instructions (% of 454 Surveys)	98	22%	
	Missing (% of 454 Surveys)	13	3%	
25 11	Yes	274	62%	
35 Have your or your child used the "Dental Care and	No No	162		
			36%	
Eyeglasses for Children in	Don't Know	9	2%	
CHIP" booklet?	Total # Respondents	445	100%	
	Missing (% of 454 Surveys)	9	2%	- 40
35b How useful did you find it?	Very Useful	194	71%	719
	Somewhat Useful	79	29%	29%
	Not Useful	1	< 1%	< 19
	Total Who Rated Usefulness	274	100%	1009
	We didn't use the booklet	0	0%	
	Total # Respondents	274	100%	
	Skip per instructions (% of 454 Surveys)	171	38%	
	Missing (% of 454 Surveys)	9	2%	
36 Have you received an	Yes	333	76%	
Explanation of Benefits (EOB)		65	15%	
that explained what CHIP paid	Don't Know	38	9%	
for your child's eyeglasses and	Total # Respondents	436	100%	
dental services?	Missing (% of 454 Surveys)	18	4%	
36b How useful did you find it?	Very Useful	244	75%	75%
	Somewhat Useful	79	24%	249
	Not Useful	1	< 1%	< 19
	Total Who Rated Usefulness	324	100%	100%
	We didn't receive an EOB	1	< 1%	
	Total # Respondents	325	100%	
	Skip per instructions (% of 454 Surveys)	103	23%	
	Missing (% of 454 Surveys)	26	6%	
37 How far do you travel ONE	0 to 30 miles	358	80%	
DIRECTION to see your	31 to 60 miles	62	14%	
child's primary provider?	61 to 90 miles	17	4%	
omid's primary provider?	91 to 150 miles	9	2%	
		9	< 1%	
	150 miles or more	117	100%	
	Total # Respondents	447		
	Missing (% of 454 Surveys)	7	2%	

38	Use any number from 0 to 10	10 - Completely Satisfied	326	73%	73%
	where 0 is the least satisfied	9	66	15%	15%
	possible, and 10 is the most	8	33	7%	7%
	satisfied possible. How	7	15	3%	3%
	satisfied are you with the CHIP	6	2	< 1%	< 1%
	Program?	5	1	< 1%	< 1%
	1 Togram:	4	0	0%	0%
		3	3	1%	1%
		2	1	< 1%	< 1%
		1	0	0%	0%
		0 - Completely Unsatisfied	2	< 1%	< 1%
		Total # Respondents	449	100%	100%
		Missing (% of 454 Surveys)	5	1%	10070
20	In general, how would you rate		184	41%	
39		Very Good	198	44%	
	your child's overall health now.	Good	56	12%	
		Fair Peer	13	3%	
		Poor	0	0%	
		Total # Respondents	451	100%	
10		Missing (% of 454 Surveys)	3	1%	
40	What is your child's ethnicity?	Hispanic or Latino	19	4%	
		Not Hispanic or Latino	416	96%	
		Total # Respondents	435	100%	
		Missing (% of 454 Surveys)	19	4%	
	What is your child's race	White	427	96%	
	(NOTE: the respondents were	Black or African-American	6	1%	
	asked to mark one or more so	Asian	2	< 1%	
	percentages may add up to	Native Hawaiian or other Pacific Islander	1	< 1%	
	more than 100%)	American Indian or Alaskan Native	24	5%	
		Other unspecified race	4	1%	
		Total # Respondents (indicating 464 racial groups)	446	100%	
		Missing (% of 454 Surveys)	8	2%	
	Breakdown by both	Hispanic or Latino who indicated they are white	17	89%	
		Hispanic or Latino who did not indicate any other			
		racial/ethnic group	2	11%	
		Total Hispanic or Latinc	19	100%	
		Did not indicate Hispanic or Latino or any other			
		racial/ethnic group	6	1%	
41	What is your child's age now?	Up to 2 years	56	13%	
		3 to 6 years	80	18%	
		7 to 11 years	138	31%	
		12 to 18 years	172	39%	
		Total # Respondents	446	100%	
		Missing (% of 454 Surveys)	8	2%	
42	Is your child male or female?	Male	225	51%	
		Female	219	49%	
		Total # Respondents	444	100%	
		Missing (% of 454 Surveys)	10	2%	
43	Are you male or female?	Male	45	10%	
		Female	405	90%	
		Total # Respondents	450	100%	
		Missing or Invalid (% of 454 Surveys)	4	1%	

44	What is your age now?	Younger than 18	1	< 1%	
		18 to 24	13	3%	
		25 to 34	118	26%	
		35 to 44	221	49%	
		45 to 54	83	18%	
		55 to 64	11	2%	
		65 to 74	4	1%	
		75 or older	0	0%	
		Total # Respondents	451	100%	
		Missing (% of 454 Surveys)	3	1%	
45	What is the highest grade or	8th grade or less	8	2%	
	level of school that you have	Some high school but not graduate	37	8%	
	completed?	High School graduate or GED	155	35%	
		Some college or 2-year degree	184	41%	
		4-year college graduate	50	11%	
		More than 4-year college degree	14	3%	
		Total # Respondents	448	100%	
		Missing (% of 454 Surveys)	6	1%	
46	How are you related to the	Mother or father	441	98%	
	child?	Grandparent	5	1%	
		Aunt or uncle	0	0%	
		Older brother or sister	0	0%	
		Other relative	0	0%	
		Legal guardian	3	1%	
		Total # Respondents	449	100%	
		Missing or Invalid (% of 454 Surveys)	5	1%	